TrackOne Refresher Training
Frequently Asked Questions
October 26, 2006

Question: **Can we differentiate the various types of alerts so that they are easily recognized at a glance?**

Answer: We have put in an enhancement request to change the appearance and color of each type of alert (active service delivery, case manager generated, follow-up, etc.) so they are easily distinguishable. We have also requested that an alert priority system be developed (90 day alerts = high priority, 60 day alerts = medium priority, etc.).

Question: **If a client is co-enrolled in WIA and TAA and finishes WIA first, when do follow-up services start?**

Answer: Follow-up services would commence when the client finishes TAA. Officially, follow-up starts when a client enters unsubsidized employment and lasts for not less than 12 months following the first day of employment. [134(d)(2)(k)]

Follow-up services do not count toward performance calculations nor do they affect the soft-exit date.

Question: **If a gap in service is entered, and the client never returns, what is the soft-exit date that is applied?**

Answer: The system will use the last date of active service delivery as the soft-exit date.

Question: **What date is used as the planned exit date on the exit information screen if today is the last date of service delivery but the client does not start their new job until Monday?**

Answer: Today’s date.

Question: **Should the application date be the participation date?**

Answer: The application date should be the date the application was completed.

Question: **How do I document a temporary move from the area that prevents a client from participating on a temporary basis?**

Answer: Select the appropriate gap descriptor on the Services screen. This will freeze the clock for up to 180 days. Complete the remainder of the service screen as appropriate and enter a case note documenting the reason for the gap in service.

Question: **Do I need to add a service every time a client comes in for a core (Informational/Self-service) activity?**

Answer: No, unless your local office policy requires you to do so. Core services should be entered periodically to ensure the accuracy of the 90 day clock. This means that a client must have a minimum of 1 service every 90 days of participation in order to ensure that he/she is not soft-exited inappropriately. We would recommend entering core services on a consistent basis for those clients who frequently engage in informational/self-service activities in order to keep their participation clock accurate.

Question: **If a client is still enrolled in TAA but the WIA case manager is finished with active service delivery, should the WIA case manager enter a planned exit date and complete the exit screens?**

Answer: No. The client is not considered ready to exit until he/she has completed TAA. The exit screens are to be completed by the TAA case manager once the client completes his/her TAA activities.

Question: **Why do I need to enter a planned exit date on the exit information screens?**

Answer: The planned exit date field is a management tool designed to provide information on the estimated number of individuals exiting the program in a given month. It supports the concept of real-time reporting by providing an estimate of the number of individuals exiting the program without the need to wait 90 calendar days before the official exit date is applied.

Question: **Does adding a new client add the individual to the participant count?**

Answer: No. You must enter a Core (self-service or informational) service in addition to the five (5) demographic fields in order to add a new client to the participant count. The five (5) demographic fields simply create an electronic folder for the new client.

Question: **Why does the income field ask for 6 months of income rather than a full year?**

Answer: The regulations state that you must capture the most recent 6 months of income to estimate annual income. TrackOne annualizes the income behind the scenes using the DWD 2006 Income Guidelines as published on the DWD website.

Question: **Can work history be updated in advance? Scenario: Client starts new job on Monday and I have all of the information today.**

Answer: Yes. Enter Monday's date as the start date for the new employment.

Question: **If I pause the application and complete it next week, what date do I use for the application date? How does this change the client's participation date?**

Answer: You would use the date you complete the application as the application date.

Application date and participation date are two distinct and different dates, in most cases.

There is no change in participation date. Participation date is the date of first funded service, regardless of funding stream, obtained either in the physical location of the WorkOne or remotely through electronic technologies.

Question: **If I don't enter a first intensive service when I complete the application and registration/enrollment screens, what happens?**

Answer: You fail to document that you have conducted a formal barriers to employment assessment (the first intensive service). You have also not completed the required steps to fully enroll the client in to significant staff involved/intensive service delivery.

Question: **Where is the new PMIS manual?**

Answer: There is no new "PMIS manual". Technical Guidance and Resources for TrackOne, policy guidance, common measures, service delivery integration and training resource materials are housed on the DWD website at www.dwd.in.gov/partners/trackone.html.

Question: **I have a TAA client that needs to be removed from the program due to non-compliance, how do I do this?**

Answer: Update the service status to reflect the withdrawal and the planned end date and actual end date fields to reflect the effective date of the withdrawal. Complete the exit information screens as appropriate.

Question: I have a TAA client that needs to be removed from the program due to non-compliance but he/she is active with WIA. How do I handle this?

Answer: Update the service status to reflect the withdrawal and the planned end date and actual end date fields to reflect the effective date of the withdrawal. DO NOT complete the exit information screens.

Question: When will the duplicate WIA/TAA files be condensed in to one file?

Answer: This can be done now by contacting the Help Desk. These duplicates must be identified by the local case managers and submitted to the Help Desk for correction. Please include specific information about what can and cannot be deleted from the duplicate files. The Help Desk will not delete duplicate records without a specific reason and review by DWD.

Question: What is the protocol for transferring clients from one region to another? Which region will be held accountable for performance measures?

Answer: Please refer to TTGB 2006-10 published October 24, 2006.

Question: Is there a possibility of having all Questions and Answers from the TrackOne Help Desk posted on a site so staff from across the whole state has access to the same guidance?

Answer: Due to the volume of questions/responses generated to and from the Help Desk, this is not possible. DWD monitors the Help Desk ticket system to identify questions/responses that are relevant to the entire state and will be issuing Guidance Bulletins on those topics as they arise.

In addition, we will post periodic FAQs, such as this one, in order to provide consistent information across the system.

Question: Where can I find a list of documentation required for my paper file?

Answer: The DOL documentation requirements can be found on the DOL website under TEN 9-06.

Please consult your local management staff regarding any additional case file documentation requirements for your region.

Question: **Can we print out the information on the TrackOne Technical Guidance & Resources website to make our own reference manual?**

Answer: Yes. Each item is uploaded to the website in a format to enable easy printing for placement in a binder if the user would like to create a hard copy manual as a desk reference.

Question: **Where are Z codes captured and why didn't they import?**

Answer: Z codes are obsolete under common measures. Please refer to TTGB 2006-09 for further information.

Question: **How does WIA make correction to TAA applications so that the mandatory fields can be updated when WIA enrolls?**

Answer: In an integrated environment with an integrated application, information on all programs should be captured during the initial application appointment. If done properly, there would be no need to make corrections to the application during the period of participation.

If corrections are needed, the WIA and TAA case managers need to work together to make the corrections. The "owner" of the record will have to enter the information for the partner case manager.